



# Notice

9 July 2024

## Energy and Water Ombudsman Western Australia Scheme

### Approval of amendments to the Constitution

The Economic Regulation Authority has [approved amendments](#) to the Constitution of the Energy and Water Ombudsman of Western Australia Scheme.

The Energy and Water Ombudsman is an independent body that investigates and resolves complaints about electricity, gas and water providers.

The new Constitution will give the Energy and Water Ombudsman greater flexibility to efficiently conduct its business. The amendments align with the governance arrangements of ombudsman schemes in other jurisdictions.

The ERA is satisfied that the amended Constitution is consistent with the legislative objectives of the Ombudsman scheme, including that the scheme operates independently of all licensees, is accessible to customers, and deals with complaints quickly without cost to customers.

The updated Constitution is available on the [Energy and Water Ombudsman website](#).

#### Further information

General enquiries

Emma Forrest  
Ph: 08 6557 7948  
[info@erawa.com.au](mailto:info@erawa.com.au)

Media enquiries

Ph: +61 428 859 826  
[media@erawa.com.au](mailto:media@erawa.com.au)